

PROJECT DESIGN PHASE - II

Project Title: Containment Zone Alerting Application

Customer Journey Map

Team ID: PNT2022TMID00152

<div><div>SCENARIO</div><div>Browsing, booking, attending, and rating a local city tour</div></div>	<div><div></div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div></div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div></div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div></div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div>Need for containment zone alerting application</div><div>Get preventive measures from the disease</div><div>User search for containment zone alerting applications to protect themselves from the disease</div><div>User wants to take preventive measures by not entering the containment zones</div></div>	<div><div>Creating account</div><div>Login</div><div>Permission</div><div>The user enter the necessary details to create a account</div><div>User who already created a account will log in into the application</div><div>User enables location permission</div></div>	<div><div>Containment zones</div><div>Location tracking</div><div>The user will see the containment zone via Maps</div><div>User will enable location tracking to prevent them from entering the containment zones</div></div>	<div><div>App runs in backgorund</div><div>Notification alert</div><div>The user will see that the application is running on background</div><div>The user will get a notification if they enter into a contaminated zone</div></div>	<div><div>Safe</div><div>No tension</div><div>The user will feel safe</div><div>The user will not have any worries</div></div>
<div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?</div><div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div></div>	<div><div>It will be useful at anytime and anywhere</div><div>The user will see the application as a need to their daily life</div><div>The GPS will be used constantly to get notified of entering the zones</div></div>	<div><div>Account information will be saved for future logins</div><div>Turns on the GPS for continuous tracking</div><div>The entering of details makes them feel safe because of the security measures used</div></div>	<div><div>Helps to travel in safer route</div><div>Prevents from Diseases</div></div>	<div><div>The application help them by alerting Notification</div><div>The GPS will be used constantly to get notified of entering the zones</div></div>	<div><div>The users location profiles are saved for future</div><div>Get updates about the cases and other related things</div></div>
<div><div></div><div>Goals & motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>	<div><div>Help me to get safety precautions</div><div>Help me to avoid me from entering any contaminated zone</div></div>	<div><div>Help me to create a account</div><div>Help me to have an application for my safety</div></div>	<div><div>Help me to track the location of myself and get alerted</div><div>Help me to know about the cases in Current region</div></div>	<div><div>Helps me by not entering any zones</div><div>Helps me by getting a notification when entering zones</div></div>	<div><div>Helps me by providing accurate information</div><div>Helps me to track the zones I entered</div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div>Helps to take safe route</div></div>	<div><div>Excited to see how the application works</div></div>	<div><div>Shows containment zones</div><div>Information is updated frequently</div></div>	<div><div>Notification alert system</div></div>	<div><div>Accuracy</div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div>The accuracy of the application due to user network</div></div>	<div><div>Security of the data entered in user side</div></div>	<div><div>There will be no proper updates if there is server error</div></div>	<div><div>Alert should be precise</div></div>	<div><div>Overlapping of 2 or more containment zones</div></div>
<div><div></div><div>Areas of opportunity</div><div>How might we make each step better? What ideas do we have? What have others suggested?</div></div>	<div><div>The radius of geofencing can be increased</div></div>	<div><div>Easy Login process</div></div>	<div><div>Showing nearby hospitals</div></div>	<div><div>Showing Assistance options</div></div>	<div><div>Alerting users through normal SMS in case of no Internet</div></div>

